

January 18, 2019

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Via Online Submission and/or Email

Attorney General Brian Frosh
Office of the Attorney General
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202
idtheft@oag.state.md.us

Re: Data Security Incident

Dear Attorney General Frosh:

We represent Eltringham Law Group, P.A. ("ELG"), located in Boca Raton, FL, with respect to a potential data security incident described in more detail below. ELG takes the security and privacy of the information in its control very seriously, and has taken steps to prevent a similar incident from occurring in the future.

1. Nature of the security incident.

At the end of November, 2018, ELG learned that an unauthorized person attempted to fraudulently wire funds from an ELG controlled bank account. ELG quickly took action and notified its IT department of the incident and an investigation was undertaken. ELG retained a computer forensic company to conduct a detailed forensic investigation to determine how the unauthorized person obtained the information necessary to perpetrated the attempted fraud and what, if any, additional information may have been accessible to the unauthorized person. As a result of its investigation, on December 5, 2018, ELG discovered that two email accounts were potentially accessed by an unauthorized user and that personal information, including name, Social Security number, driver's license number and/or personal health information may have been accessible during the period of unauthorized access to the email accounts.

2. Number of Maryland residents affected.

One Maryland resident is known to have been potentially affected by this incident. A notification letter to this individual was mailed on January 18, 2019, by first class mail. A sample copy of the notification letter is included with this letter.



<<Date>> (Format: Month Day, Year)

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Suffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZipCode>>

Dear <<MemberFirstName>> <<MemberLastName>>,

We are writing to inform you of a data security incident at Eltringham Law Group (“ELG”) that may have resulted in the disclosure of your personal information, including your name, health information, and/or Social Security number. We sincerely apologize for any inconvenience or concern this incident may cause. This letter contains information about what happened, steps you can take to protect yourself, and resources we are making available to you.

ELG learned that an unauthorized individual attempted to fraudulently wire funds from an ELG controlled account. ELG immediately launched an investigation to determine what happened. ELG retained a computer forensic firm to help identify what systems may have been accessed by unauthorized individuals and what information may have been accessible. As a result of that investigation, on December 5, 2018, we determined that some of your personal information, including your name, address, date of birth, Social Security number, driver’s license number and limited health information may have been accessible by an unauthorized individual.

We have no evidence of the misuse of your information as a result of this incident, however, out of an abundance of caution and as a safeguard, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

You have until <<Date>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-???-???-???. Additional information describing your services is included with this letter.

We take the security of all information in our control very seriously and are taking steps to help prevent a similar event from occurring in the future. This includes increasing employee cybersecurity awareness training, implementing enhanced authentication controls and more robust email password policies for our employees, and adding additional security measures surrounding our internal and external communications of personal information.

Again, we sincerely apologize for any concern or inconvenience this may cause you, and we remain dedicated to protecting your information, now and in the future. Nothing is more important to us than your trust and we will continue to do whatever it takes to honor that trust because YOU are the lifeblood of our business.

If you have questions, please do not hesitate to call 1-???-???-???, Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time. Please have your membership number ready.



David Eltringham
CEO & Founder

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General	Rhode Island Office of the Attorney General	North Carolina Office of the Attorney General	Federal Trade Commission
Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us	Consumer Protection 150 South Main Street Providence RI 02903 1-401-274-4400 www.riag.ri.gov	Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com	Consumer Response Center 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf) or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
P.O. Box 105788 Atlanta, GA 30348 www.freeze.equifax.com 800-525-6285	P.O. Box 9554 Allen, TX 75013 www.experian.com/freeze 888-397-3742	P.O. Box 2000 Chester, PA 19022 freeze.transunion.com 800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.

